LASER INSERT

12 GAUGE PUMP-ACTION SHOTGUN V.1.0

Service and Support

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TRADEMARKS

Product names used in this manual are ascribed to their respective owners and acknowledged.

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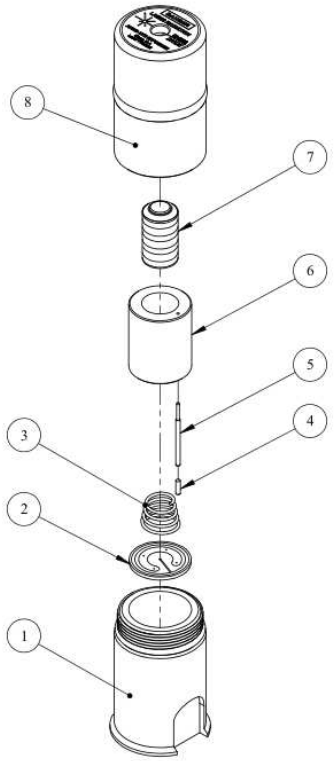
I. EXPLODED VIEW



ITEM NUMBER	ITEM NAME
1	Striker Housing
2	Rear PCB
3	Tapered Battery Spring
4	Pogo Pin Spacer
5	Pogo Pin
6	Battery Sleeve
7	4-Cell Battery Pack
8	Laser House

NOTE: Rubber-type O-rings are shown on items 1 and 8 but have not been assigned separate item numbers. Item #7 is comprised of Qty(4) individual #392 coin cell batteries that can be purchased from a variety of retail outlets. The item numbers assigned to the parts in the previous and following exploded views are for the purposes of this document **ONLY** and should not be used for the purpose of ordering replacement parts.

II. USE IN SHOTGUN

STOP! Must read to the end of the paragraph before proceeding. Ensure that the shotgun for use with the 12 Gauge Pump-action Shotgun Insert is clear of **ANY** shotgun ammunition, live or otherwise. Visually inspect the chamber of the shotgun by pulling the action of the shotgun back toward the butt of the gun. Ensure that no ammunition is in the chamber or magazine tube awaiting insertion into the chamber. If any ammunition is present in the chamber or magazine tube, gently remove it with your fingers. At this point the user should reference the user manual of the shotgun manufacturer if he or she does not feel comfortable performing the above operations.

Figure 01 below depicts how the 12 Gauge Pump-action Shotgun Insert (referred to as the “shotgun insert” from here on out) should be inserted into the 12 gauge shotgun.

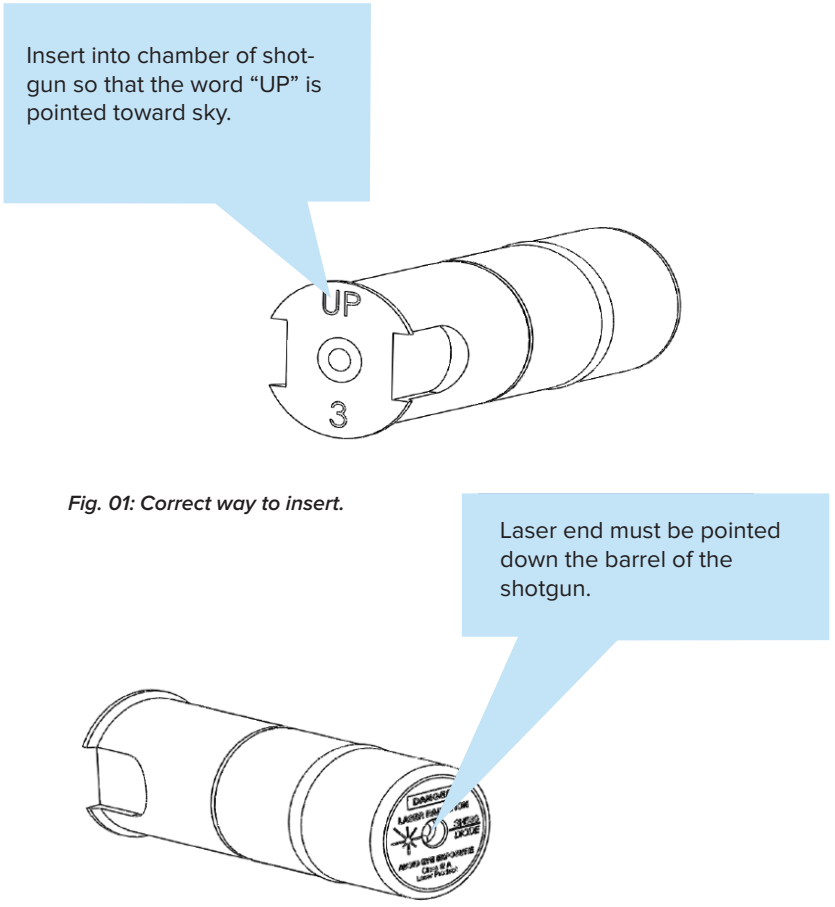

Insert into chamber of shotgun so that the word “UP” is pointed toward sky.
UP
3
Laser end must be pointed down the barrel of the shotgun.

Fig. 01: Correct way to insert.

III. TROUBLESHOOTING

3.1 No Shots Register on Screen

If no shots register on the screen with the shotgun insert properly inserted in the chamber of the shotgun please follow the steps outlined below to try and remedy this issue.

1. The first item to verify is whether or not the batteries are properly oriented. Section IV Appendices.
2. Second, if the batteries were properly oriented then replace the 4-Cell battery pack with a new 4-Cell battery pack and properly dispose of the old 4-Cell battery pack. Reassemble and test the shotgun insert on a VirTra simulator. If it is working properly then return the shotgun insert to normal operation. If it is still not working proceed to step three below.
3. If you are at this step that means there is a possibility that the firing pin of the shotgun has worn down to the point that it can no longer strike the shotgun insert. Follow the instructions of the shotgun manufacturer for removing, inspecting, and replacement of the firing pin. If, according to the guidelines of the manufacturer, the firing pin did not have to be replaced or it was replaced and the shotgun insert still does not work properly then the shotgun insert will have to be sent back to VirTra for repair. If the shotgun insert is still under warranty please follow the steps outlined in page 13 for properly submitting a service request.

3.2 The Shotgun Insert is Being Extracted

If the shotgun insert is being ejected like a standard round of shotgun ammunition then please follow the steps below to try and remedy this issue.

1. Ensure that the shotgun insert is properly oriented in the chamber of the shotgun. The word “UP” engraved into the back of the shotgun insert should be pointed toward the sky. See Fig. 02 below.

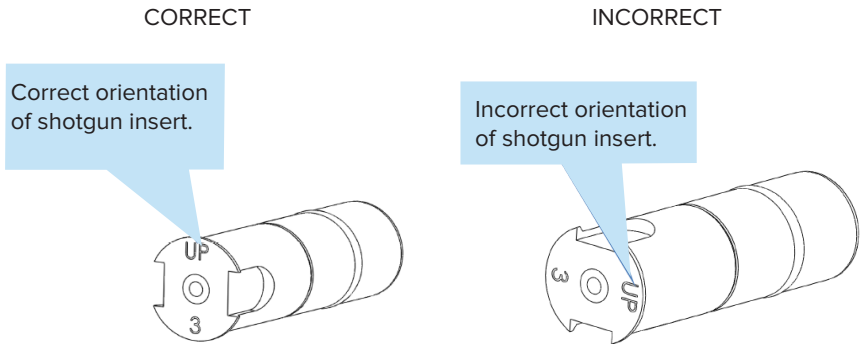


Fig. 02: Proper Orientation

2. Lastly, ensure that the shotgun insert has two flat cutouts on opposite sides, see Fig. 03 below.

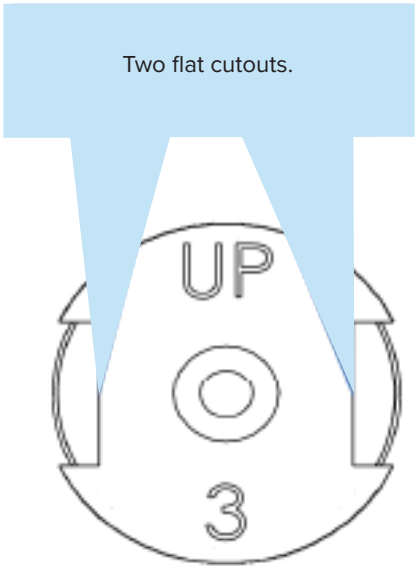


Fig. 03: Two flat cutouts.

Figure 04 below is an image of a shotgun insert that only has one cutout.

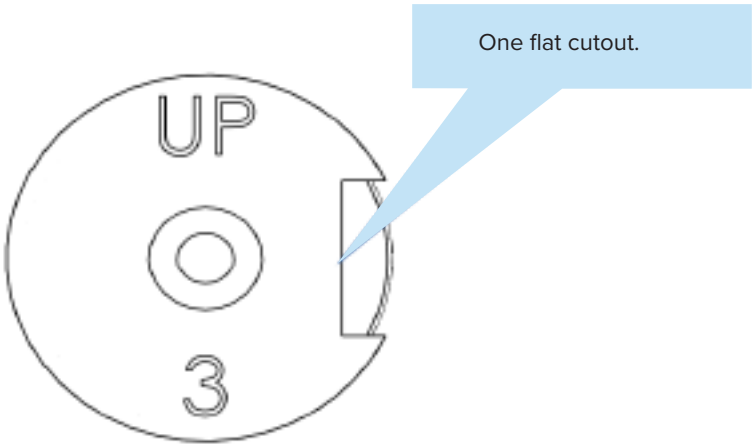


Fig. 04: One flat cutout.

If the reader has a shotgun insert with a single flat cutout that continues to be ejected even after being oriented correctly then the reader is using a shotgun that requires a shotgun insert with two flat cutouts. Please contact VirTra's Service Department, see page 13, for help in exchanging the single flat cutout for a double flat cutout shotgun insert.

IV. APPENDICES

4.1 Disassembly

The reader should take the following steps in order to properly disassemble the shotgun insert.

1. Unscrew the laser housing, Item #8, from the striker housing, Item #1. See Fig. 05 below.

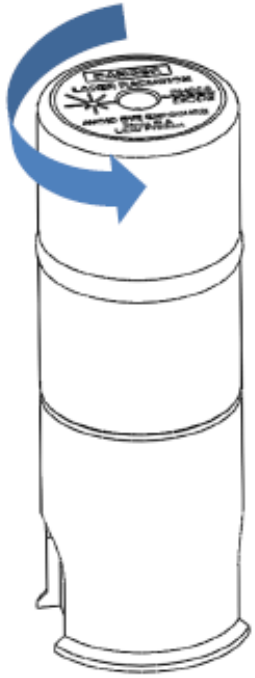


Fig. 05: Unscrew the laser housing.

2. Remove the laser housing and note the current orientation of the battery pack as this will aid in troubleshooting, reference Section 3.1. See Fig. 06 below.

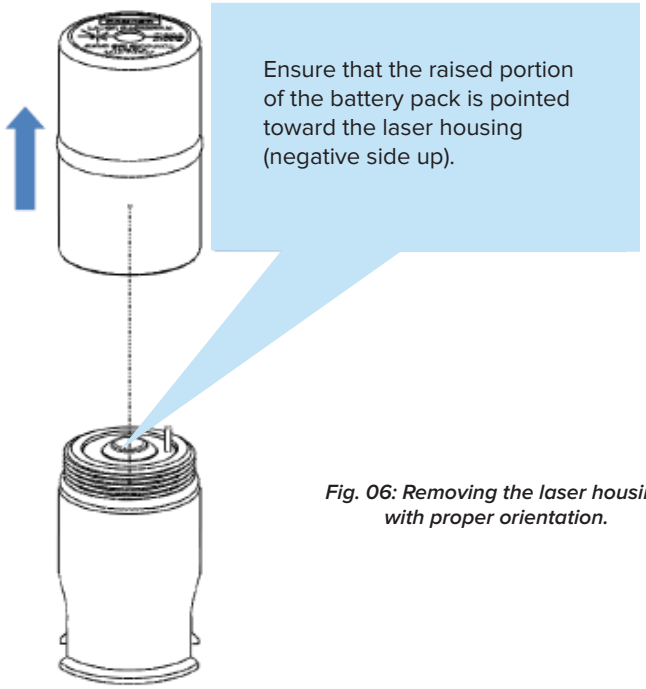


Fig. 06: Removing the laser housing with proper orientation.

3. Remove the 4-Cell battery pack by tipping the striker housing over with one hand and dumping the 4-Cell battery pack out into the other. See Fig. 07 to the right.

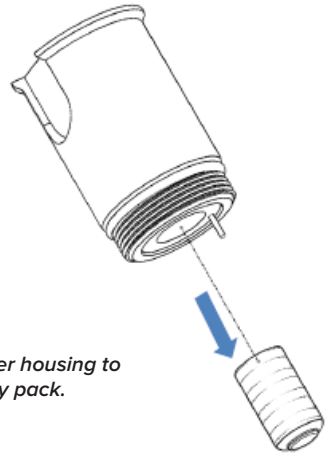


Fig. 07: Tip the striker housing to remove battery pack.

V. CONTACT VIRTRA

The contact information below should be used for additional help in troubleshooting current issues as well as the location for sending any items in need of repair.

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If any of the components making up the 12 Gauge Pump-action Shotgun Insert Ver.1.0 are in need of repair/service the following steps are necessary to have the desired repairs or service properly completed.

1. Consult Section III and Section IV of this manual first before contacting VirTra.
2. If problems persist, contact VirTra Service Department via email or phone and obtain a Return Authorization(RA) number. Save the RA number someplace convenient as you will need to use it to fill in the “Reference Number” field in the Service Request Form(SRF) found below.
3. Fill out the remainder of the Service Request Form and include a paper copy in package of all items being returned. An electronic copy of the Service Request Form can be saved by printing the completed document to PDF.

Please Scan QR Code to download the Service Request Form or visit:

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